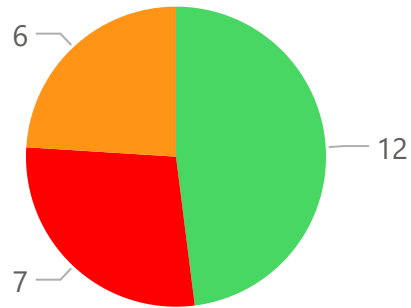


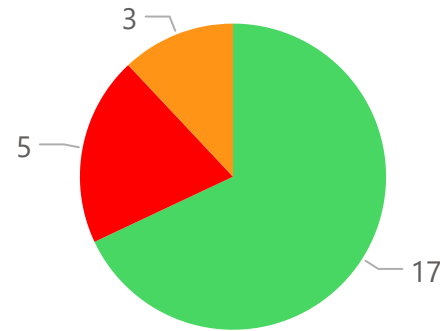
Q2 2024/25 Corporate Key Performance Indicators Dashboard

Previous Quarter KPIs by Status



Q1 ● GREEN ● RED ● AMBER

Current Quarter KPIs by Status



Q2 ● GREEN ● RED ● AMBER

KPIs Reported on this Period

25

Green

17

Amber

3

Red

5

Not Reported

2

RAG Status Changed this Period

8

ES3: Percentage of bins collected.

F1: Percentage of invoices paid in 30 days.

P2: Percentage of 'Non-major' planning applications processed to deadline in each quarter.

Q2

AMBER

AMBER

AMBER

Trend data for indicators with a RED status in Q2

▲ CDCS2: Percentage of lost Customer Service calls per annum.

H1: Proportion of non-emergency repairs completed within target timescale.

H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).

ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)

H2: Average number of calendar days to re-let a void property (excludes major works voids).

	Q1		Q2
CDCS2: Percentage of lost Customer Service calls per annum.	28.40%	↑	14.60%
H1: Proportion of non-emergency repairs completed within target timescale.	69.26%	↑	75.40%
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	81.65%	↑	85.04%
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	82.00	↓	114.00
H2: Average number of calendar days to re-let a void property (excludes major works voids).	69.00	↓	80.00

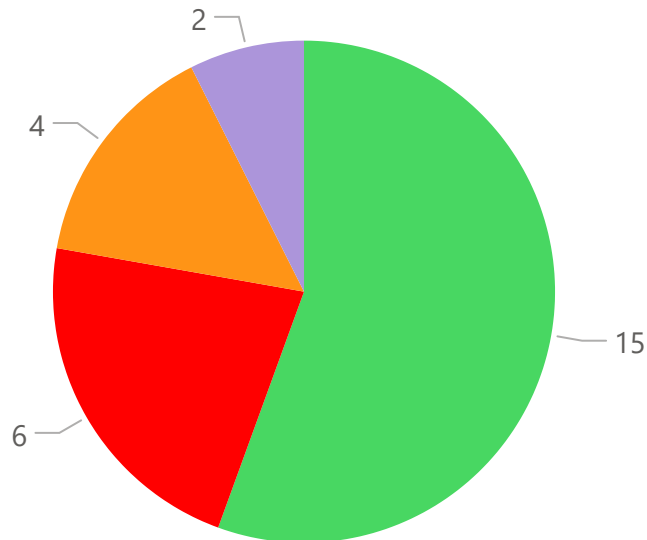
Q2 2024/25 Corporate Key Performance Indicators Dashboard

RAG Status Changed in Q2	Q1	Q2
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	AMBER	GREEN
P2: Percentage of 'Non-major' planning applications processed to deadline in each quarter.	GREEN	AMBER
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	RED	GREEN
LG1: Percentage of FOI requests processed in statutory deadline.	AMBER	GREEN
H7: Proportion of homes for which all required gas safety checks have been carried out.	RED	GREEN
H6: Proportion of homes that do not meet the Decent Homes Standard.	RED	GREEN
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	AMBER	RED
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	AMBER	GREEN

RAG Status Green in Q2	Q2
C1: Number of community meals products served per quarter (lunch and afternoon tea recorded as separate products)	GREEN
CDCS1: Average number of days taken to process new Housing Benefit and Council Tax Support claims or changes - cumulative result.	GREEN
H4: Number of households with children or a pregnancy in B&B accommodation for more than 6 weeks.	GREEN
H5: Rent arrears of current tenants as a percentage of rent due (cumulative result).	GREEN
H6: Proportion of homes that do not meet the Decent Homes Standard.	GREEN
H7: Proportion of homes for which all required gas safety checks have been carried out.	GREEN
H8: Proportion of stock with a valid safety certification Electrical Installation Condition Report.	GREEN
H9: Number of outstanding high risk Fire Risk Assessment actions.	GREEN
HR1: Average number of short term sickness days per FTE (Surrey benchmarking methodology – rolling year to date)	GREEN
LG1: Percentage of FOI requests processed in statutory deadline.	GREEN
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	GREEN
LG3: Number of formal actions taken against the council by the Information Commissioner's Office.	GREEN
P1: Percentage of 'Major' planning applications processed to deadline in each quarter.	GREEN
P3: Percentage of 'Other' planning applications processed to deadline in each quarter.	GREEN
P4: Major planning appeals dismissed as a percentage of Major application decisions made (cumulative result).	GREEN
P5: Non-major planning appeals dismissed as a percentage of Non-major application decisions made - cumulative result.	GREEN
P6: Percentage of enforcement investigations closed compared with new requests received per quarter.	GREEN

Year to Date 2024/25 Corporate Key Performance Indicators Dashboard

Year To Date 2024/25 KPIs by Status



Status YTD ● GREEN ● RED ● AMBER ● TBC

KPIs Reported on this Period

25

Green
15

Amber
4

Red
6

Not Reported
2

RAG Status Red Year To Date

	Status
CDCS2: Percentage of lost Customer Service calls per annum.	RED
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus)	RED
H1: Proportion of non-emergency repairs completed within target timescale.	RED
H2: Average number of calendar days to re-let a void property (excludes major works voids).	RED
H3: Satisfaction with the overall reactive repairs service received (% of total number of responses returned).	RED
LG2: Number of decisions investigated by the ombudsman requiring a remedy, including minor injustices.	RED

RAG Status Amber Year To Date

	Status
ES3: Percentage of bins collected.	AMBER
F1: Percentage of invoices paid in 30 days.	AMBER
LG1: Percentage of FOI requests processed in statutory deadline.	AMBER
P2: Percentage of 'Non-major' planning applications processed to deadline in each quarter.	AMBER

Not Reported this Period

	Status
ES1: Dry mixed recycling rate (paper, cans, glass, plastic) - waste minimisation.	TBC
ES2: Garden waste and food waste recycling rate - waste minimisation.	TBC